

Application Serial No.: 09/773,021
Amendment and Response to January 11, 2006 Final Office Action

AMENDMENTS TO THE CLAIMS

This listing of claims will replace all prior versions, and listings, of claims in the application:

1. (Previously presented) A method for aggregating feedback, comprising:
receiving a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;
automatically generating after completion of travel associated with said itinerary, by a processor, a feedback request based on said itinerary and requesting specific feedback regarding said at least one travel service provider;
transmitting said feedback request to said traveler;
receiving feedback information from said traveler; and
analyzing said feedback information received from said traveler by said processor.
2. (Original) The method of claim 1, wherein said first set of travel information is received from a travel organizer.
3. (Original) The method of claim 2, wherein said analyzing further comprises:
determining whether at least a portion of said feedback information should be provided to said travel organizer.
4. (Previously presented) The method of claim 1, wherein said automatically generating further comprises:
comparing a travel completion date from said first set of travel information to a current date.
5. (Original) The method of claim 1, wherein said automatically generating further comprises:

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determining a type of said at least one travel service provider; and
generating said feedback request based on said type.

6. (Previously presented) The method of claim 4, wherein said type is one of
at least an airline, a car rental, a hotel, and a travel agency.

7. (Original) The method of claim 1, wherein said analyzing further comprises:
determining whether said feedback information includes a complaint.

8. (Original) The method of claim 7, wherein said analyzing further comprises:
determining whether said complaint requires a response from said at least one
travel service provider.

9. (Original) The method of claim 8, wherein said analyzing further comprises:
monitoring said complaint to determine whether a satisfactory response from
said at least one travel service provider has been received.

10. (Canceled)

11. (Original) The method of claim 1, wherein said analyzing further comprises:
determining whether at least a portion of said feedback information should be
provided to said at least one travel services provider.

12. (Previously presented) A computer-implemented method for aggregating
feedback, comprising:

receiving a first set of travel information including information identifying a
traveler, an itinerary of said traveler, and a plurality of travel service providers
scheduled to provide services to said traveler;

generating after completion of travel associated with said itinerary, by a
processor, a feedback request form for each of said plurality of travel service providers

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associated with said itinerary, requesting specific feedback based on each of said plurality of travel service providers associated with said itinerary;

generating a summary feedback request form requesting general feedback based on said itinerary and each of said plurality of travel service providers associated with said itinerary;

transmitting each of said feedback request forms and said summary feedback request form to said traveler;

receiving feedback information from said traveler, including completed ones of said feedback request forms and said summary feedback request form; and

analyzing said feedback information received from said traveler by said processor.

13. (Original) The computer-implemented method of claim 12, wherein said first set of travel information is received from a travel organizer.

14. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

reviewing information from each one of said feedback request forms and said summary feedback request form to determine whether any resolution is required.

15. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a complaint.

16. (Original) The computer-implemented method of claim 12, wherein said analyzing comprises:

determining whether said feedback information received from said traveler includes a request for a response.

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17. (Original) The computer-implemented method of claim 16, further comprising:
generating a request for a response from one of said travel service providers;
and
monitoring said request for a response to determine if said travel service provider properly responds.

18. (Previously presented) An apparatus for aggregating feedback, comprising:
means for receiving a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;
means for automatically generating after completion of travel associated with said itinerary, a feedback request based on said itinerary and requesting specific feedback regarding said at least one travel service provider;
means for transmitting said feedback request to said traveler;
means for receiving feedback information from said traveler; and
means for analyzing said feedback information received from said traveler.

19. (Previously presented) An apparatus for aggregating feedback, comprising:
a processor; and
a storage device in communication with said processor and storing instruction adapted to be executed by said processor to:
receive a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;
automatically generate after completion of travel associated with said itinerary, a feedback request based on said itinerary and requesting specific feedback regarding said at least one travel service provider;

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transmit said feedback request to said traveler;
receive feedback information from said traveler; and
analyze said feedback information received from said traveler.

20. (Previously presented) A machine-readable medium having stored thereon data representing sequences of instructions, said sequences of instructions which, when executed by a processor, cause said processor to:

receive a first set of travel information including information identifying a traveler, an itinerary of said traveler, and at least one travel service provider scheduled to provide services to said traveler;

automatically generate after completion of travel associated with said itinerary, a feedback request based on said itinerary and requesting specific feedback regarding said at least one travel service provider;

transmit said feedback request to said traveler;
receive feedback information from said traveler; and
analyze said feedback information received from said traveler.